

**Welcome to the
Neighborhood**

**San Francisco State
University Park**

**Resident Orientation &
Community Updates**





SF STATE

University Housing

We are a complex state organization.
Many solutions require assistance and
coordination from multiple teams.

**Residential
Life**



**Leasing
Office**



Maintenance
&
Housekeeping



**Fiscal
Services**



**Dining
Services**



**Technology
Services**



Residential Life Staff



Central Housing Staff

- Mary Ann Begley – Director
- Kevin Kinney – Assoc. Director
- Patrick McFall – Judicial Coordinator

University Park North – On site Staff

- Jonathan Jacklitch – Area Coordinator
- Austin Day – Ass't Area Coordinator

- Tara Dennehy– CA [75 BW]
- Veta Irby-Ware– CA [235 BW – 305]
- Breanna Fulson– CA [235 BW – 305]
- Jennifer Jeanty– CA [255 BW – 204]
- Kristie Chan– CA [255 BW – 204]
- Matthew Machado– CA [285 BW – 404]
- Joshua Jonassaint CA [285 BW – 404]
- Patricia Brooks– CA [325 BW – 205]
- Vicente Alarcon-Mcpeek– CA [325 BW – 205]
- Niral Bhavasar-- CA [75 BW]

Central Housing Staff

- Mary Ann Begley – Director
- Kevin Kinney – Assoc. Director
- Patrick McFall – Judicial Coordinator

University Park South – On site Staff

- Shimina Harris – Area Coordinator
- Cassie Wong – Ass't Area Coordinator

- Ashley Paul– CA [504 Font]
- Kyle Morton– CA [1707 Holloway]
- Steve Gonzalez– CA [122 Serrano]
- Andrea Gladden– CA [6 Varela]
- Randy Dudley– CA [231 Arballo]
- Asmeret Bekele– CA [100 Tapia]
- Eric Moore -- CA [4 Tapia]

Contacting the Staff



WHAT DO WE DO?

- Minor maintenance assistance
- Resident Relations issues
- Noise or Community Disturbances
- After-hours Emergencies
- Policy Enforcement
- Community Development

HOW TO CONTACT US:

- UPN Area Coordinator #: 415-682-2196
- UPN Community Desk #: 415-682-2195

- UPS Area Coordinator #: 415-405-4458
- Towers Community Desk #: 415-338-7135

- UPN ON DUTY CELL# 415-271-7383 [AFTERHOURS/EMERGENCY]
- UPS ON DUTY CELL# 415-271-7038 [AFTERHOURS/EMERGENCY]

Leasing Office Staff

Central Housing Staff

- Mark Goodrich – Executive Director
- Philippe Cumia – Assoc. Director
- Karrie Drew – Leasing Supervisor

University Park – Leasing Staff

- Dawn Flanigan– Leasing Coordinator
- Neamone Moore – Leasing Coordinator
- Nalini Libby – Leasing Coordinator

HOURS:

- Monday – Friday 9:00 AM – 5:00 PM
- Saturday 10:00 AM – 5:00 PM

HOW TO CONTACT US:

- UP Leasing Office 415-564-4000



Maintenance/Grounds/ Housekeeping Requests



HOURS:

- Monday – Thursday 7:30 AM – 8:30 PM
- Friday 7:30 AM – 6:30 PM
- Saturday & Sunday 9:00 AM – 6:00 PM

HOW TO CONTACT US:

- 24 hour request line 415-405-0579 or RPM@SFSU.EDU

AFTERTHOUS:

- Emergency Requests should be relayed to CA On-Duty
- University Park North: 415-271-7383
- University Park South: 415-271-7038

Fiscal Services Staff



Central Housing Staff

- Helen Wang– Fiscal Manager
- Karen Neal– Resident Financial Services Coord

University Park North –Staff

- Mai Tran– Accounting Coordinator
- Hannah Nguyen— Accounting Coordinator

University Park South –Staff

- Mai Tran– Accounting Coordinator
- Hannah Nguyen— Accounting Coordinator

Hours of Operation

- Monday – Friday
 - 9am – 5pm

How to Contact Us

- Mai Tran– (415) 406- 4112
- Hannah Nguyen— (415) 406 - 4114
- Karen Neal – (415) 338 - 2728

Payments

- **RENT PAYMENTS:** Are due on the 1st of every month.
- **LATE PAYMENTS:** A \$50.00 late charge will be assessed to a resident's account if payment is not received within five calendar days of the Due Date. Additionally paying rent 5 days after the due date on 3 separate occasions in a calendar year can be considered a just cause for License Agreement cancelation.
- **RETURNED CHECKS:** a \$25.00 fee will be assessed to a resident's account and will be due with the rent for all returned checks. Certified checks may be required for future payments.



Lockouts



UNIVERSITY PARK NORTH

- Lockout service is available to all licensed residents by contacting the Community Assistant On Duty Phone: **415-271-7383**.
- Lockout service is based on the availability of staff.
- Please have some form of identification available to confirm residency.
- Excessive lockouts may result in a fee (\$50.00) and/or your lock being changed (\$75.00) for security concerns.

UNIVERSITY PARK SOUTH

- Lockout keys are available to all licensed residents at the Towers at Centennial Square desk located at 796 Font Boulevard [see map]
- Please return lockout keys within 48 hours
- Please have some form of identification available to confirm residency.
- Excessive lockouts or keys not returned within the appropriate timeframe may result in your lock being changed and/or a fee being charged for security concerns.

Parking: UPN

UNIVERSITY PARK NORTH

ASSIGNED/CARPORT:

- Carport Parking spaces available at \$50/month. Contact Rental Office staff for permit information.
- There is a \$100 fee for lost or unreturned parking permits

STREET PARKING:

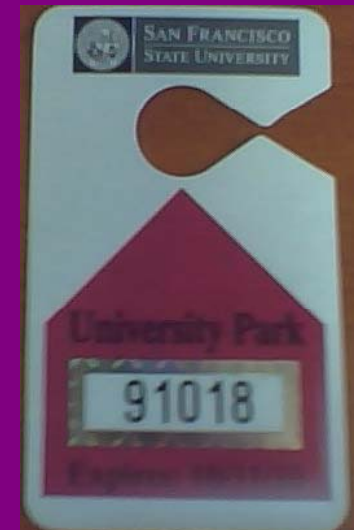
- Street parking is enforced with a SF State guest permit in designated parking spots [angled parking]. SF State Parking Office regularly tickets these areas. One guest/street permit per apartment. Please see the Rental Office to obtain your permit.
- Carport permit does not allow for angled street side permit parking
- Curbside parking not enforced beyond street cleaning

Parking Permits

Carport



Guest



Green Zones: Temporary Parking



Parking: UPS

UNIVERSITY PARK SOUTH

ASSIGNED/CARPORT:

- Carport Parking spaces available at \$50/month. Contact staff for information.
- There is a \$100 fee for lost or unreturned parking permits

STREET PARKING:

- Permit available from SF MTA located at Van Ness at Market
- Permit costs \$98/year,
- Requires the following documents:
 1. Student enrollment verification. Available online at mysfsu.edu
 2. Copy of your vehicle registration. Does not need to be registered to your address
 3. Proof of housing letter. Available at the Housing Business Office (800 Font Blvd).

For more info: go to www.sfgov.org (parking tab)

Carport Parking Permit



Trash & Recycling



UNIVERSITY PARK NORTH

Trash All UPN:

- Collected daily

Trash [BLACK BIN] - Towers:

- Chute located on floors 1-9
- Ground floors located outside of building

Trash [BLACK BIN] - Gardens:

- Chute on each floor next to rear stairs
- For Flats trash is located next to building

Recycling [BLUE BIN] - Towers:

- Located at rear stairs on street level
- For Flats trash is located next to building

Recycling [BLUE BIN] - Gardens:

- Located at rear stairs on street level
- For Flats trash is located next to building

UNIVERSITY PARK SOUTH

Trash – All UPS [BLACK BIN]:

- Collected once per week
- Pick up for the blocks are:

Wednesdays: Arellano, Serrano, Holloway, Cardenas, Tapia, Font, Arballo, Pinto, Vidal

- Do not allow your trash to spill over to another unit or on walkways or you may be charged for clean up.

Recycling – ALL UPS [BLUE BIN]:

- Each apartment should be provided with your own bin. Collection is concurrent with trash.

Laundry Rooms



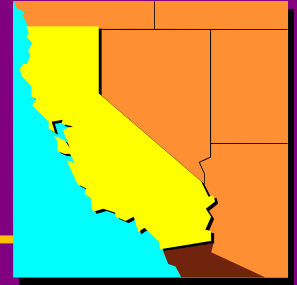
UNIVERSITY PARK NORTH

- Laundry rooms located throughout University Park North. [See map for laundry room locations]
- Laundry rooms are locked.
 - Common Area key opens room.
- Laundry machines require web laundry card, available for purchase
 - Laundry room in all Towers
 - Designated front entrances of gardens
- Costs:
 - Wash \$1.50
 - Dry \$1.00
 - Laundry card \$5.00 [initial cost]

UNIVERSITY PARK SOUTH

- Laundry rooms located throughout University Park South. [See UPS map for laundry room locations]
- Laundry rooms are locked.
 - Apartment issued one key.
- Laundry machines require web laundry card, available for purchase
 - in laundry rooms in Block 1 or 42
 - Parkmerced grocery store [33 Cambon Drive].
- Costs:
 - Wash \$1.50
 - Dry \$1.00
 - Laundry card \$5.00 [initial cost]

The State Of California as Your Landlord



- **University Housing operates under Title V of the California Administrative Code rather than SF Landlord Tenant Law**
- **Residents now reside on state property and live in state owned buildings**
- **Service Changes:**
 - **University Police enforces parking rather than private security**
 - **We have Community Assistants rather than private security**
 - **Past due or delinquent rent payments may be assessed to your taxes**

**What we
need from
you...**



Pet Policy Packet

UNIVERSITY PARK NORTH & SOUTH

For the safety of all community members, if your home contains 'furry family members', please be certain to obtain, review, and submit the appropriate information to be in compliance with our pet policy.

University Housing allows [per apartment]:

1. One [1] dog OR
2. One [1] cat OR
3. One [1] large bird OR
4. Two [2] small birds OR
5. Fish in a 10 gal tank

All pets [except fish] are subject to the approval of the Associate Director – Residential Life

All other animals are prohibited from the property.

Proper paperwork must be on file with the Leasing Office within one week of the pet being brought to campus including the additional deposit for a pet.

Any pet behavioral issues may result in revocation of the pet.



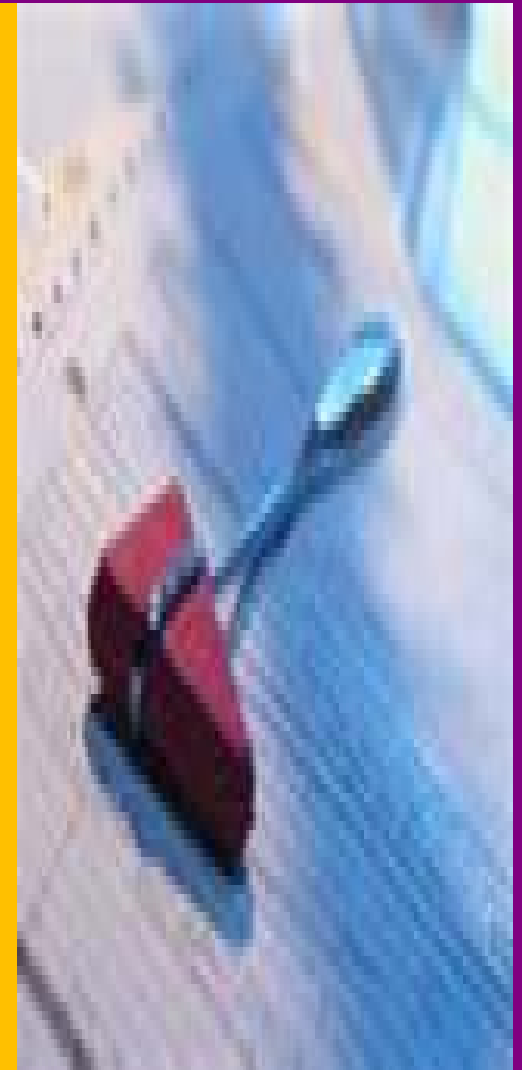
Emergency Medical Info

UNIVERSITY PARK NORTH & SOUTH

University Housing does collect emergency medical information voluntarily. This information is filed with the Leasing Office staff and Residential Life staff in the event there is a personal emergency and you or a family member are not able to direct care.

We strongly encourage residents to submit this information upon residency or License renewal and update annually.

This information is not shared with other agencies other than safety personnel. There is no penalty for not participating/providing this information as a resident.



Community Involvement

- To help residents keep abreast of current events and changes within the community we encourage residents to read the monthly newsletters, UPD security postings, and attend an annual New and Renewing Resident orientation.
- We encourage residents to attend the Community Assistant sponsored community development and educational programs.
- We also ask residents to watch for and report damage or suspicious activity.



Community Standards and Policies You Should Know



Community Standards

■ Noise

- General Courtesy Quiet Hours:
 - General Courtesy Quiet Hours: 24 hours a day
 - Formal Quiet Hours: 10:00 pm – 8:00 am [daily]
- Although 'high density' living requires 'high tolerances' for noise, the right to quiet supersedes the right to make noise. Be mindful of your neighbors and their diverse living schedules.

■ Smoking

- SF State is a non-smoking campus. Residents and their guests are not allowed to smoke in their apartments or on the property except in designated smoking areas.
 - Each block has a designated smoking area indicated by signage

■ Guests

- Residents are responsible for the behavior of their guests. Guests should be accompanied by residents at all times when in residential facilities.

Community Standards

■ Keys

- Keys are issued to the residents of the apartment only. Keys should not be given to guests or other persons not residing in the apartment.

■ Subletting and Changing Apartment-mates

- All residents living in the apartment must be indicated on the License Agreement filed in the Leasing Office.
- Leasing Office must be notified 30 Days in advance of any changes to the occupancy of the apartment.
 - Any future residents must complete application and background check
 - License Agreement must be updated prior to new residents moving in.
 - Apartments are expected to designate a 'Primary Licensee' as a point of contact

■ Weapons

- Weapons of any kind are not allowed on SF State property. This includes explosives, firecrackers, and any 'less than lethal' weapons as deemed by University Police. Defensive use of pepper spray is permitted in less than one ounce container. Mace is prohibited.

Community Standards

■ Alcohol and Drugs

- Residents over the age of 21 may consume alcohol in their apartments.
- Alcohol consumption is prohibited in common or public areas
- Distributing, manufacturing, or possessing illegal narcotics of any kind is prohibited.
- Medical marijuana cards are not recognized on the SF State campus.

■ Windows, Ledges, and Rooftops

- Residents must refrain from hanging any items out of open windows, hanging or placing items on window ledges, faux-balconies, or breezeways.

■ Staff Requests

- Residents are expected to comply with all University Housing staff requests.

■ Bicycles and Skateboards

- Bicycles should be secured in appropriate areas as to not block egress to pathways or stairs. Skate boards are prohibited on SF state campus (this includes walkways and drive ways).

Community Standards

- **Harassment, Abuse, and Violence**

- University Community does not tolerate any type of harassment, abuse or violence directed towards any community member. This includes staff, residents and their guests.

- **Vandalism**

- Willful damage to University Housing Property, by residents or a resident's guest can lead to financial restitution and License Agreement cancelation. Additionally residents or resident guests can be held criminally liable for such damage.

- **Damage to Property**

- Residents are responsible for any damages to University property willfully or negligently caused by the resident or resident's guest. If damage in common areas cannot be traced to a specific individual or group but was in substantial part caused by individuals, groups, or invited guests acting from within the residence community, the Licensees of the complex will be charged collectively.

Community Standards



Issues of Concern

Due to their impact on resident and community safety, there are some community standards which, if found responsible for violating, may lead to License cancellation on the first offense:

- **Common Source Containers of Alcohol-** e.g. kegs, large containers of alcohol or massive quantities of alcohol exceeding personal consumption is prohibited.
- **Drugs:** Intent to sell or distribute illegal or prescription drugs.
- **Theft:** Theft of state or personal property
- **Endangerment to Self or Others:** Threats or physical assault of a member of the campus community, including harm to self or others, such as physical violence, attempted suicide or creating a situation which threatens the physical safety of a person or the community.
- **Expelling or Throwing Objects from a Window:** expelling objects of any kind from a window, regardless of intention or the nature of the object.
- **Tampering with Fire of Other Safety Equipment or Systems-** this includes pulling fire alarms, fire extinguishers, alarm systems, security cameras, doors, etc.
- **Dangerous Items:** Possession, Use or Brandishing of dangerous items, including knives, explosives, fireworks, air or paint ball guns, weapons, including the misuse of personal safety devices.
- **Urination or Defecation:** urination or defecation in any area other than a toilet.


Resident Conduct Response

■ The Resident Conduct System

- If your apartment is contacted by University Housing or University Police staff, there is a formal structure in place to address community disturbances:
 - **Residential Life** versus **University Police/SF District Attorney** versus **Dean of Students/Human Resources**
 - Collectively versus Individually responsible –
 - Our Process: Notification, Meeting, Response, Appeal
 - Possible Outcomes of these meetings –
 - Written Warning
 - Administrative Correction
 - Community Involvement or Education [if appropriate]
 - License Cancellation [eviction] or non-renewal



Community Assistant Follow Up Card

When the University Park North Community Assistants respond to nuisance calls, they will disperse loud crowds or out of control events. They will also involve University Police if the scene seems unsafe or residents are uncooperative. All calls to the On-Duty staff are confidentially handled. You will receive a notice of our response to your call and any remedy we were able to take.

 SF STATE	Office of the Resident Manager – University Park North University Housing
Notice of Response	
TO:	The Residents of: _____
FROM:	_____
Name	Title/Position.
Issue/Reason	
<input type="checkbox"/> Noise <input type="checkbox"/> Smoking <input type="checkbox"/> Alcohol <input type="checkbox"/> Maintenance <input type="checkbox"/> Other: _____	
DATE:	_____ [Include date and time]
Please be advised that Community Assistant staff responded to a [call/concern/complaint] we received from you. We take the time to address each call we receive. Our goal is to provide a safe and comfortable living environment. Please note that on the reverse of this notice is a course of action taken by the community team.	

University Police Warning Card

When SF State Police respond to calls, they will break up loud, unruly parties. When appropriate, University police may also cite students for violating the law, which could lead to criminal prosecution. Additionally, students-- or their hosts—found to be disrupting the community, will receive a written warning from the Police on the first such occurrence. Copies of the warning will be forwarded to the Dean of Student Affairs and the Campus Judicial Coordinator, the University Police Department, as well as the Judicial Coordinator – Residential Life.

 SAN FRANCISCO STATE UNIVERSITY		ATTENTION SFSU STUDENT			
<p>Your conduct has resulted in contact with or referral to the University Police. This contact/referral and the circumstances surrounding it will be documented. There is zero tolerance for disruptive behavior.</p>					
<p>Any future offense that is reported to the San Francisco State University Police, the San Francisco Police or Park Merced Security will immediately be referred for Student Discipline. You will receive no other warnings. STUDENT DISCIPLINE MAY RESULT IN YOUR IMMEDIATE SUSPENSION/EXPULSION FROM THE UNIVERSITY.</p>					
<p>You are to be reminded that as an SFSU student you are required to comply with the Student Code of Conduct, on and off campus!</p>					
<p>Conduct violations include, but are not limited to, Loud/Unruly Parties, Underage Drinking, Drug/Narcotic use, Excessive Noise Complaints, or any other criminal complaint.</p>					
<p>CALIFORNIA EDUCATION CODE: TITLE 5. s 41301(d)</p>					
<p>Chief Kirk Gaston San Francisco State University Police</p>					
NAME		STUDENT ID #		PHONE #	
HOME ADDRESS			CITY, STATE, ZIP		
TYPE OF COMPLAINT				CASE OR CAD #	
<input type="checkbox"/> NOISE <input type="checkbox"/> PARTY <input type="checkbox"/> ALCOHOL/DRUGS <input type="checkbox"/> OTHER (SPECIFY)					
INCIDENT LOCATION			OFFICER STAR #	DATE	TIME
WHITE COPY: STUDENT		YELLOW COPY: UNIVERSITY POLICE		PINK COPY: JUDICIAL AFFAIRS	

University Conduct Code

Title V of the California Education Code includes the **Conduct Code**, which regulates student conduct. The Conduct Code is available in the University Bulletin, in the New Student Handbook, and on the University's website.

The Conduct Code is in place to encourage students to engage in responsible behavior, and to avoid engaging in conduct that is disruptive to other community members.

CSU Executive Order 970 sets out students' rights, along with the proceedings and possible sanctions for violations of the Conduct Code.

Whether you're on campus or spending time in around your apartment, you are responsible for adhering to the Student Conduct Code.

Safety and Security



PERSONAL SAFETY & PREVENTING THEFT

- Lock apartment [with deadbolt], close windows when you leave
- Inform your trusted neighbor when away for significant timeframe.
- UPD escort available when walking on campus at night. [415-338-7200]
- University Police posts community notices for any major crimes.

EVACUATIONS

- Stay calm, evacuate apartment when safe to do so.
- All residents should evacuate to designated area when alarm sounds [see map]
- **UPN:** All apartments are equipped with smoke detectors connected to building electricity, but not connected to building or fire alarms. In common areas smoke detectors will activate building fire alarm system.
- **UPS:** All apartments are equipped with smoke detectors connected to building electricity. Each block equipped with fire alarm pull station.

CONTACTING POLICE, FIRE, & MEDICAL PERSONNEL

- For all emergencies, dial 9-1-1
- Initial call goes to SFPD and then is referred to SF State University Police
- SF State University Police [non-emergency] 415-338-7200

Community Information



The Neighborhood Near Park North

Whether you are living in the University Park North or South communities you are just a few mins walk from grocery and department stores.

Trader Joes [walk]

Stones town Mall

Hours: 9am -9pm 7 days/week

Seattle's Best Coffee [walk]

Located inside Borders books

Hours: 7am- 11pm M-Sa

9am- 9pm Su

Stones Town Mall [walk]

3251 20th AVE

Hours: 10am- 9pm M-Sa

11am- 7pm Su

Lucky Supermarkets [drive]

1515 Sloat Blvd



The Neighborhood near Park South

Whether you are living in the University Park North or South communities you are just a few minutes drive or walk from grocery and department stores.

Park Plaza Fine Foods [walk]

111 Cambon Dr, San Francisco, CA 94132

SF State Campus Vendors [walk]

- Cesar Chavez Student Center
- Café Rosso
- Taza Wraps
- Subway
- Village Market
- Village Fitness Center
- Cal State 9 Credit Union

Westlake Shopping Center [drive]

402 Westlake Ctr, Daly City, CA 94015

- Safeway Foods
- Trader Joes
- Starbucks
- Walgreens
- Home Depot
- Ross
- Cost Plus/World Market
- DSW Shoes



Campus Support Services

SF State also maintains several important support services available specifically for students

Counseling & Psychological Services:

- Students come to the center for reasons involving relations with parents, peers, emotional or social difficulties, relationship conflicts, anxiety or depression, sexuality and orientation, concerns about academic progress or direction, and other issues.
- Professionally licensed counselors, therapists, psychologist, social workers.

Student Health Services:

- Student Health Services at SF State provides medical care to students with/without insurance or appointments.
- Center also provides health and disease workshops.

Campus Support Services

Prevention Programs - CEASE

CEASE provides information about alcohol, other drugs and 12-step treatment programs on and off campus. CEASE also provides individual consultation for those who are worried about their substance use. It sponsors workshops, seminars, class presentations and programs on campus relating to alcohol and other drugs. CEASE also has information about throwing safer parties and responsible hospitality.

Prevention Programs - The SAFEPlace

The SAFEPlace is the university's rape prevention program and sexual assault resource center. Student peer educators and professional staff provide information about student rights, responsibilities and resources.

SAFEPlace Coordinator is on call 24/7 to provide accompaniment and advocacy with the consent of the victim when a sexual assault is reported to University Police.

Community Living Guide

- Need more information?
 - Current University Park resources are on the Housing Website at: www.sfsu.edu/~univpark
 - Don't be afraid to ask a staff member.

**Your
Questions?**

